

Culturally Competent Practice Subcommittee  
Meeting Notes  
June 8, 2007

Committee reviewed the standards and the logic model. Decision was made to put the logic model aside for now and to spend time reviewing, discussing, and deconstructing the three Culturally Competent Care standards.

It was noted that consumers are the end point, and that the standards are written from the standpoint of consumers as recipients, not from staff delivering service.

Any evaluation or assessment of the cultural and linguistic appropriateness of services should include consumers.

Providers should be held to a high standard for service delivery; however flexibility is needed to address all vendors.

**Standard #1)** Health care organizations should ensure that patients/consumers receive from all staff members effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.

***Terms and words that need further definition:***

- Health Care Organization
- Care
- Respectful Care
- Effective
- Understandable
- Culture health beliefs/practices
- Compatible

**Standard #2)** Health care organizations should implement strategies to recruit, retain, and promote at all levels of the organization a diverse staff and leadership that are representative of the demographic characteristics of the service area.

***Terms and words that need further definition:***

- Recruit
- Retain
- Promote
- All levels
- Service area
- Representative
- Diverse

**Standard #3)** Health care organizations should ensure that staff at all levels and across all disciplines receive on-going education and training in culturally and linguistically appropriate service delivery.

***Terms and words that need further definition:***

- All disciplines
- On-going
- Education and training
- Culturally and linguistically appropriate
- Service delivery

**Parking Lot**

- Access to information
- Seasonal
- Flexibility
- “Standards as living”

The committee will meet the second Monday of each month from 3-4:30. The next meeting is Monday July 9<sup>th</sup>